Motor Vehicle Services
TALE LITE

OCTOBER/NOVEMBER 1990 VOL. 17 NO. 6 New Jersey Department of Law and Public Safety, Division of Motor Vehicles

Get ready for fun! Holiday party is December 14

Mark your calendars for the annual MVS holiday party, set for Friday, December 14 in the West Trenton Ballroom on West Upper Ferry Rd. Tickets cost $20 each and must be purchased by December 7.

Because of limited seating, each employee can bring only one guest. Last year 461 employees and guests attended.

A choice of prime rib or stuffed capon is offered. Hors d'oeuvres will be served from 6:30 p.m. until dinner at 7:30 p.m. An open bar at 6:30 p.m. will be replaced at 8 p.m. by a cash bar. DJ music will be provided for dancing.

Tickets may be obtained from members of the Social Committee, chaired by Chief of Staff Ed Lawler. Committee members are Rose Day, of the Personnel Bureau; Renate Gribbin, of Technical Support; Anne Scheffer and Diane Zimmerman, both of the Office of Special Assistance; Cora Wood, of Driver Control Services; and Sallye Youth, of Driver Fitness and Control.

Holiday party reservation form on page 3

Planned central office building on schedule

Now that the dust of demolition has settled at the site of our future central office building in Trenton, what can we expect to see in the next few months?

The first construction that's taking place is on the new post office building, so postal services won't be interrupted when the old post office is razed. Workers already have begun to build the concrete foundations of the post office.

The new nine-story MV building will rise where the former Department of Personnel offices stood at the corner of Montgomery and East State Sts. Occupancy is expected in late 1992.

NJ Network will also have a building in the proposed complex.

"We are proceeding right on schedule," said Art Biggs, manager of Facilities Management, who has been meeting regularly with representatives from the General Services Administration (GSA) and the Economic Development

(Cont. on page 6)

PHOTO BY MAUREEN SCZPANSKI

MV people monitor the progress of applicants taking the commercial driver license (CDL) test at the Cherry Hill Test Site.

CDL testing up and running

October 15 may have seemed like any other Monday to the rest of the state . . . but not to MV people. That's the day that the Commercial Driver License Program "went live" at 11 testing sites.

About 2,500 commercial drivers showed up the first week to take the new automated test required under the Commercial Motor Vehicle Act of 1986. The Cherry Hill CDL Test Site was the busiest, with more than 500 people coming in the first week to take the basic knowledge and/or endorsement tests.

Agency employees were also working to schedule drivers for the CDL test. By mid-October, 40 percent of the first 35,000 drivers who got scheduling letters had set up test dates. Scheduling letters will be mailed every few weeks to commercial drivers.

THE TALK AT MVS

Pat Scheffer, manager of Regulatory Affairs, now belongs to an exclusive club: The Hole-in-One Club! Pat shot a hole-in-one on the seventh hole of the Limekiln Country Club on July 22. Great golfing, Pat!

Chris DiClaudio, driver improvement analyst 2 in Driver Control Services, was married September 9 to **Felice Arcuri,** owner of Phil's 2 Sub Shop in Allentown. Following the ceremony in St. David's Church in Cranbury, the couple honeymooned in France, Switzerland and Italy.

Melanie A. Lewis, customer service representative 2 at the Burlington Motor Vehicle Agency, has announced her engagement to State Trooper **Johnny Baker Jr.** They're planning a May 1991 wedding.

Congratulations to **Anna Harvey, Patricia Gantt, Yvonne Pack and Ronda Davis** for their fund-raising efforts to replace household items destroyed in a house fire last month. They collected $580.74 from employees to help **Barbara Nixon,** support services representative 2 in Accident Reporting.

Lollie Smith, record technician 3 in Driver Control Services, is helping to raise money to pay for dialysis treatments for a nine-year-old girl in her neighborhood.

Bill Greiss, manager of Business License Compliance, is a first-time grandfather. **Eric John Griess** was born on August 1, weighing seven pounds.

Off to Russia!

Traveling to Russia to compete for the title of "Mrs. America"?

That's exactly what Office Automation Specialist Dolly Brett's daughter, Christine Maphis, did this month. The contest is being held in Moscow in conjunction with the "Mrs. Russia" pageant in December.

"It's all part of Glasnost," said Dolly, who will join her daughter in the Soviet Union to see the event.

Phone Center ready for fall

If you're still thinking summer fun and sun instead of falling leaves and colder weather, just go out and visit the Telephone Center. You'll surely get a good dose of autumn there. The center is decorated festively for the fall season, with the "centerpiece" being a four-foot high haunted house, complete with witches, spooks and other ghouls.

Created by Beverly Hunter, CSIS 3, the cardboard Halloween display also contains a variety of natural ingredients like sunflowers, pumpkins and dried grass.

Beverly drew each of the characters—cats, witches, ghosts and spiders—herself. It took about two weeks to create the exhibit, which is on display for her co-workers to enjoy.

Glen M. and Donna J. Cucinotta have a new addition to the family, **Anthony Martin Cucinotta,** born September 8. Glen is a support services representative 1 in Transaction Auditing and Donna is an SSR1 in Probationary Driving.

It was a baby boom at the Burlington Agency, with new arrivals for:

- **Phyllis Jacobs,** a second son, **Korey Alexander,** born July 1. Her husband, **Bruce,** is an examination technician at the Cherry Hill Agency.
- **Mary Ann Embler,** a grandson, **Justin C. Embley,** born March 16.
- **Marie Irwin,** a grandson, **John H. Irwin 5th,** born April 12.
- Supervisor **Ann Coccia,** a grandson, **Ryan Michael,** born May 25.

Ed Besko coordinates 1990 NJSEC Campaign

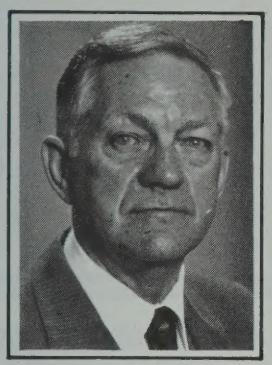
Ed Besko, manager of the Employee Services Section, has been named coordinator of the 1990 New Jersey State Employees Charitable Campaign (NJSECC) at Motor Vehicle Services. The annual campaign has started throughout state government.

MVS people can choose from more than 1,000 charitable organizations that provide human care, health and educational services and programs.

To facilitate giving, a payroll deduction can be arranged. If you didn't receive a pledge card, please call (609) 292-6161. Besko's office is on the third floor of 25 S. Montgomery St.

Understanding our mission

The importance of our mission can never be overstated. The problem may be that our mission is often understated, misunderstood or ignored, unless you happen to be one of the millions of New Jersey citizens who rely upon our service. The volumes we face each day are staggering, and often it's difficult to face our clientele with a smile and an upbeat greeting. Conditions in every location are not the greatest, but we remain the single state agency where the delivery of service most often occurs.



COL. PAGANO

There are occasional difficulties that require immediate attention. Such was the case when a recent audit, jointly managed by the Environmental Protection Agency and us, revealed a major breach of performance. Public disclosure came from the division and corrective action was taken internally, both before any person or agency was given an opportunity to criticize from afar. These cases have been settled to the satisfaction of all.

Through discussions with union representatives, we now plan to go forward in a positive way by taking the steps necessary to guard against a recurrence of questionable performance. This will involve meetings with staff, managers, supervisors and line people so that everyone understands completely the true value of our mission.

The role that effective performance plays in attaining goals that have been set by statute must be examined. The policies announced by preceding administrations, all of which came to appreciate the importance of our organization, must be shared at every level.

I re-state my confidence in the MV work force and compliment the overwhelming majority of our employees who daily see to the needs of the motoring public. While current division leadership may take a somewhat different approach to the management of our organization, we all realize how important it is that every member of the team carry his or her own weight. Having gone through a number of difficult months, I am confident that performance alone is the key to continued success.

Please keep up the good work.

Col. Clinton L. Pagano
Director

Car phones keep Cherry Hill buzzing

What do motorists do while waiting in line at the Cherry Hill Inspection Station?

Some of them spend the time calling the station on their car phones. Robert Brooks, supervisor, said it seems to be the latest fad for motorists with car phones. In one recent week as many as four calls were received, he said.

The calls involve general information questions, such as the hours of the station, but sometimes "it's just kibitzing," he said. One caller asked why another line was moving faster than his line was. Another caller reported a disabled vehicle in the line.

PLEASE DETACH ON DOTTED LINE

HOLIDAY PARTY RESERVATION

You can turn in this form and pay in cash to any member of the Social Committee. Otherwise, please send this form with your check (payable to DMV Activities) to Holiday Party, CN 160, Trenton, NJ 08666-0160.

Name _____

Home Address _____

City _____ State _____ Zip _____

Bureau or Work Area _____

Work Address _____

ENTREE CHOICE

1st Ticket _____

2nd Ticket _____
(if applicable)

Daytime Phone Number _____

Tables seat at least 8 people, so if you want to specify those you'd like to sit with, please give us as many other names as possible.

Seat me with _____

_____

New safety specialists welcomed to the lanes

By Maureen A. Sczpanski

Motor Vehicle Services welcomed the first group of new safety specialists to the lanes on October 1, marking the first time in more than a year that vacant positions at inspection stations were filled by new employees.

These people are part of a group of more than 80 safety specialists filling positions left vacant during the recent hiring freeze. The freeze, coupled with the temporary change in hours this past summer, resulted in long lines at inspection stations and agencies. To help alleviate the increasing wait times, original weekday hours were reinstated at most facilities and permission was granted to hire new employees and allow overtime.

According to Technical Support Supervisor Cathi Jaworski, the new people are joining the division at a time when most MV people are implementing the new commercial driver license program.

"Individual testing began at 11 sites around the state on October 15," she said. "We expect more than 350,000 drivers to come in during the next 18 months to take the CDL test. We needed people to fill in the gaps and maintain business as usual while the CDL program is administered."

The group went through a two-week orientation program, designed to acquaint them not only with the specifics of their jobs, but also with the entire division.

One week was spent with Employee Development people, learning customer service techniques and getting a general overview of division operations. Training programs such as AIDS in the Workplace, Right-to-Know and TACT are part of the five-day orientation.

During the second week, the new people spent time with Technical Support people getting "hands-on" experience on the lanes. This was supplemented with classroom instruction in the vehicle inspection process.

At the end of the two-week training program, the new employees were assigned to their stations, where they will work as apprentices for several weeks before "going off on their own."

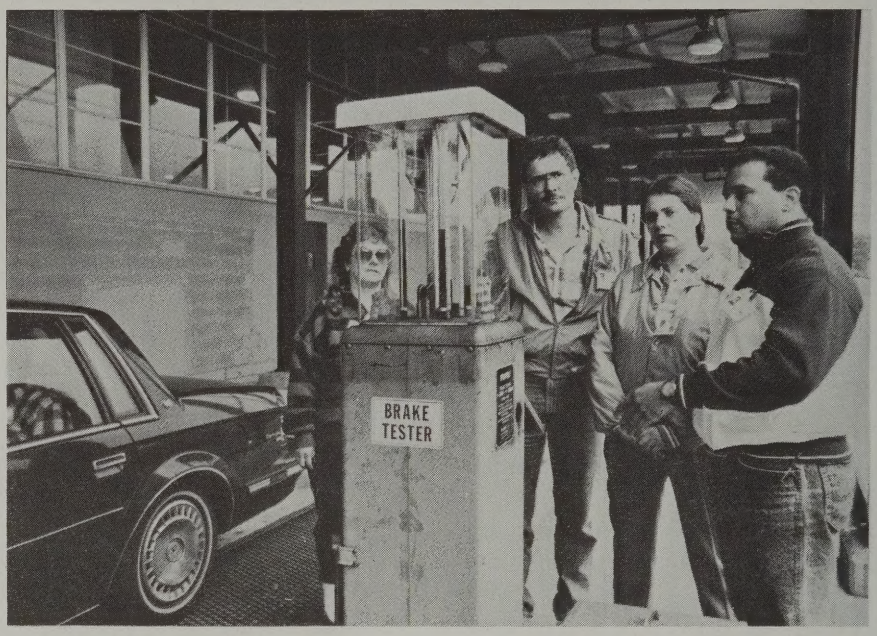


PHOTO BY MAUREEN SCZPANSKI

MVS' newest employees learn how to test brakes at a week-long orientation.

A healthy motto at Deptford Center

Exercise, exercise, exercise. That's the healthy motto these days at the Deptford Regional Service Center, where about 20 employees are dieting and walking together.

Karen Hall, record technician 3, reports that the group, divided into two teams, walks around the 1.7 mile parking lot every lunch hour. Each team is trying to lose the most weight. "Everyone supports everyone else," said Karen.

MVS people have no shortage of creative ideas

MVS people responded enthusiastically to Col. Clinton L. Pagano's request in the August 14 "FYI Staff" message for ideas to improve operations.

Though responses are still being studied, here's a sampling of the creative ideas floating around the division.

- Instead of the warehouse calling each agency to see how many passenger plates will be needed each month, a supply based on their average monthly use could be issued. This would eliminate 54 phone calls every month, as well as emergency deliveries.
- Bring back Saturday hours by changing the agency and inspection station hours to Tuesday and Thursday, 11 a.m. to 7:30 p.m.; Wednesday, Friday and Saturday, 8 a.m. to 4:30 p.m. The days off would be Sunday and Monday instead of Saturday and Sunday. This change would resolve customers' biggest complaint of no Saturday hours.
- Have a mail drop at MVS agencies for renewals and paper licenses to be processed and mailed.
- Permit overtime to process bulk dealer work that's needed.
- Suspend any driver who drops out of high school until he or she is 18 years old.
- Establish an incentive program for good employees.
- Involve Phone Center supervisors more directly in the processing of licenses and registrations.

CDL heroes . . .

Regional coordinators keep test centers running

Dominic "Butch" Nami
Southern Region

Responsible for: Testing centers at Cardiff, Cherry Hill, Miller Air Park, Vineland and Quakerbridge Plaza.

Biggest challenge: "Testing all the drivers by the April 1992 deadline."

Typical day: "Troubleshooting when there are problems and seeing to the need for equipment or repairs when there are breakdowns."

How he helps: "I was involved in site preparation, assisting Employee Development in scheduling employees for training and helping to set up the Honeywell system at the sites."

Job experience: Joined MVS in 1972 as driver license examiner at Bakers Basin, where he spent most of his career before assuming his present position as supervisor 2 of the Delanco Inspection Station.

Education: Graduated in 1967 from Hamilton High School East and attended Mercer County Community College and Trenton State College.

Hobbies: "I'd have to give that some thought. Right now I enjoy working with computers."

PROFILE

Jim Schopperth
Northern Region

Responsible for: Testing centers at Wayne, Lodi, Jersey City and Washington.

Biggest challenge: "Being in all four locations at the same time."

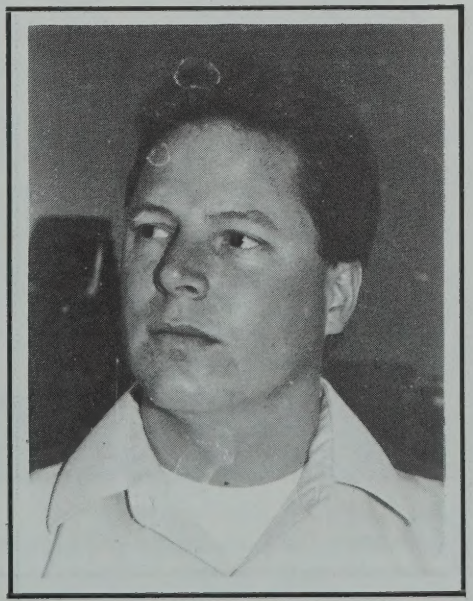
Typical day: "I try to spend as much time at each site as possible, which means a lot of traveling."

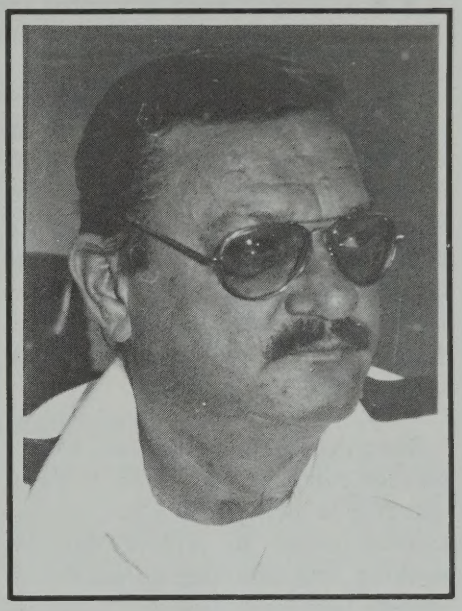
How he helps: "I answer questions and make sure the equipment is working properly."

Job experience: Joined MVS in June 1982 at the Paramus Station, later moving to Ridgewood. He's now a safety specialist 1 at the Wayne Station.

Education: Graduated in 1979 from Passaic Valley High School, Little Falls.

Hobbies: Photography, motorcycles, scuba diving and camping.





John Kurabinski
Central Region

Responsible for: Testing centers at Rahway and North Plainfield.

Biggest challenge: "To keep the two facilities operating with few equipment malfunctions or difficulties."

Typical day: "The day's much fuller now. I've got to devote my total self to the program."

How he helps: "There's a lot of traveling from one site to the other."

Job experience: Joined MVS in 1970 as an examiner in the Westfield Inspection Station. He's also worked at Somerville and Kilmer, where he's supervisor 2.

Education: Graduated in 1961 from Perth Amboy High School.

Hobbies: Fishing, hunting, swimming, vacationing at the New Jersey shore.

Family: He and his wife, Judy, have two children, Rhonda Grossmith of Perth Amboy, and Cathy Kurabinski, at home.

The uninsured motorist problem: a fresh look

Motor Vehicle Services has been looking at ways to combat the uninsured motorist problem in New Jersey.

As part of the Fair Automobile Insurance Reform (FAIR) Act of 1990, MV was charged with developing an insurance verification program for people whose insurance policies were cancelled due to non-payment. These motorists are part of the estimated 400,000 to 600,000 uninsured motorists in the state.

Since the FAIR law requires 135 insurance companies to notify MVS of automobile policy cancellations, the division began to explore ways of working with insurance companies to identify uninsured drivers.

A similar program in the past was unsuccessful at Motor Vehicles, and insurance companies no longer notify the division about cancellations. (When computer problems paralyzed the division in 1985, this program was put on hold.)

Now, MV is ready to move ahead, and a number of options are available for implementing a successful uninsured motorist program.

Some of the possibilities being considered include:

- **On-line transmission of data.** Through a direct computer link-up between MVS and the insurance companies, the division would be able to identify people who have cancelled their automobile insurance policies and have not picked up new coverage. Motorists who cancel their policies are allowed 15 days to get new insurance.

A number of options are available for a successful program . . .

MV would send notices to people who don't get policies by the end of this "grace period."

- **Tape-to-Tape.** Insurance companies would store on computer tapes information about new policies, cancellations and reinstatements. Tapes would be sent periodically to MV either directly or through a clearinghouse. The clearinghouse would serve as a "tape manager" and would develop one master tape from the insurance company tapes. (By matching information on cancellations against new policy data, a comprehensive list of people without insurance could be easily produced.)

MV would eventually run this tape against the comprehensive system, comparing this info to our registration file data. The final product would be a list of people who are still driving currently registered vehicles with no insurance.

- **Hybrid.** A combination of the on-line transmission and tape-to-tape methods, this alternative would help smaller companies that might find it too costly to use one or the other option exclusively. Individual companies would decide what method to use. Some might even opt to send information on diskettes or, if they have few cancellations, on a standardized form.

MV asked insurance companies this summer for thoughts on these programs. That feedback, added to ideas from Department of Insurance staff, will help form the basis for the new uninsured motorist program that should be in place some time next year.

Planned central office building on schedule

(Cont. from page 1)

Authority (EDA). Architectural renderings are being prepared by EDA.

MVS offices in Quakerbridge Plaza, 135 and 137 E. State St. and at 25 S. Montgomery St. will be consolidated under one roof in the new building, Biggs said. Retail stores will occupy part of the first floor, and a child care facility for MVS employees' children also is planned there. Administrative and support units will occupy the rest of the building.

Offices now in the Trenton Regional Service Center will remain there.

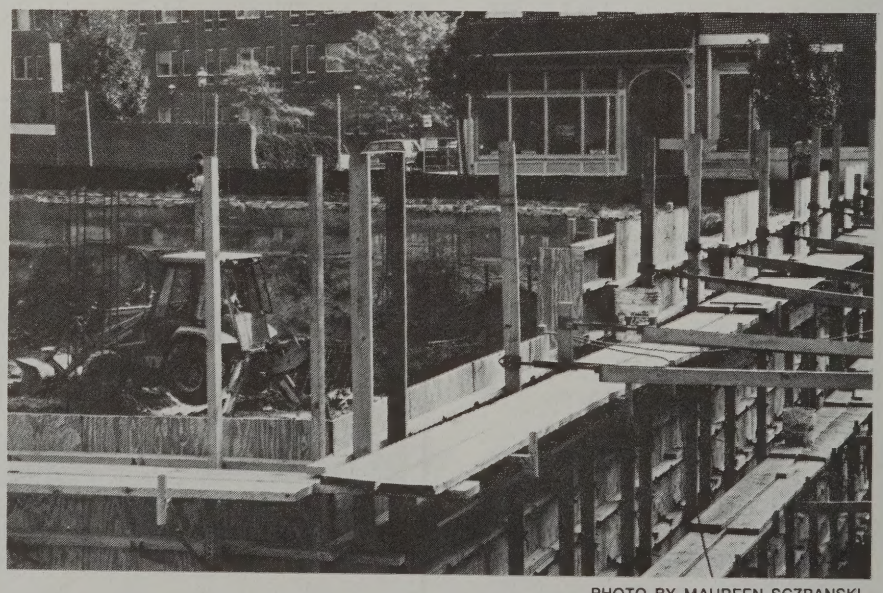


PHOTO BY MAUREEN SCZPANSKI

Construction is underway at the future site of MVS' central office building.

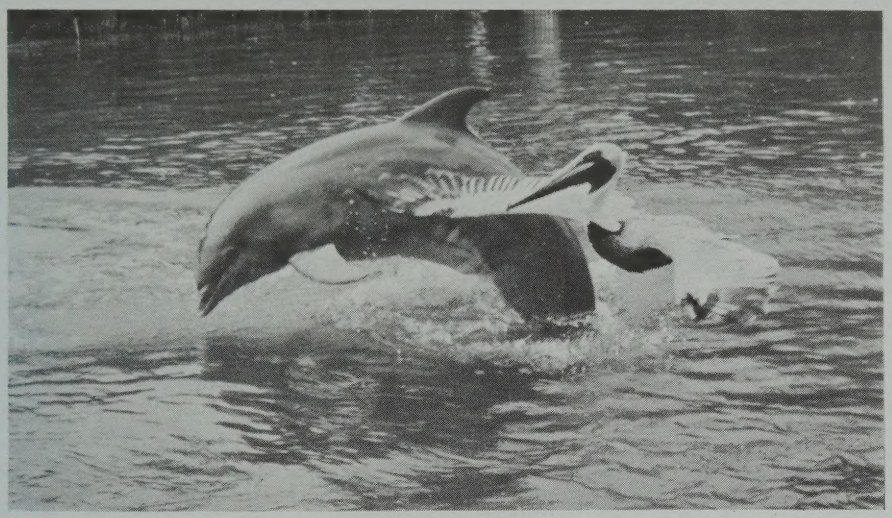


PHOTO BY DONALD APAI

JUMPING FOR JOY—*Donald Apai, of Special Projects, snapped this unusual photo while on vacation in the Florida Keys. It seems that "Suwa," a very friendly—and hungry—dolphin knows where to go to get a bite to eat. The mammal has been stopping by this marina on Little Torch Key every day for the past five years to pick up his fish dinner, which is provided by one of the residents. Don, as you might be able to tell, has worked as a professional photographer and still enjoys taking photos as a hobby.*

APPLYING THE BRAKES

Congratulations to the following people who are retiring:

Clayton L. Hockenbury, safety specialist 1, after 29 years. He joined MVS in November 1961 at the Plainfield Inspection Station. In 1973 he moved to the Somerville Station and from 1976 through 1984 he was a private inspection center investigator. He is active in the Hunterdon County S.P.C.A.

Anna L. Puskar, support services representative, after 20 years. She joined MVS in August 1970 as a clerk and became principal clerk in 1982.

* * *

Marjorie C. Bartlett, support services representative 1, after 19 years. She joined MVS in November 1971 in the Refund Unit. She worked briefly in Special Plates, completing her career in Business License Compliance.

Personnel tips

By Ed Besko

The Employee Services Section is conducting a survey on child day care needs for MVS people working in Trenton. Call Employee Services at (609) 292-6161 if you're now using daycare or if you'll need it later.

* * *

Healthways, one of the Health Maintenance Organizations (HMO) that participates in the state health benefits program, changed its name to Aetna Health Plans on October 1.

Health coverage is the same, but a new identification card will be issued by Aetna after January 1, 1991. Keep using your Healthways card until you get a new card.

Data Base Corrections collects for holidays

Data Base Corrections on floors three and four of 135 E. State St. has started a collection to help the Mercer St. Friends Center and the Burlington County Children's Home during the holidays.

Linda Warren, coordinator, said the money will be used to purchase food baskets and turkeys and to subsidize children's programs.

Anyone wishing to contribute should contact Carol Hammond, at 984-9644, or Joanne Quinn, at 984-9531.

THE MAILBAG

The following excerpts from letters to the division complimented MVS people.

Accuracy . . .

If I ask for Sandra Garbon (Honeywell In-House, Government Unit), I get immédiate and accurate information. She cares about my problem, not that she has at least 40 other people waiting for the same thing I am waiting for. She is certainly an asset to your division.

Bobbie Hall, Eatontown

Assistance . . .

Sandra Gagnon (Office of Special Assistance) told me how to correct an erroneous mileage figure on my auto registration . . . She evaluated the affidavits I sent her and issued a corrected title.

Donald Lake
Belle Mead

Praise . . .

This is something you don't get a lot of, a letter of praise. Most people only write if they are annoyed and have a complaint. Gertrude Brothers (Security and Investigations) took care of the confidential registration on our unmarked vehicles that had expired with expertise and a friendly, caring attitude.

Sergeant Salvatore Rodio
Atlantic County Sheriff's Office

Thoughtfulness . . .

Our company has been preparing our employees for the CDL (commercial driver license) test. When we heard about group testing, I contacted John Kurabinski (supervisor 2 of the North Plainfield Driver Testing Center) and he invited me to North Plainfield to look at the computer set up and answer my questions.

Our company and our employees appreciate the thoughtfulness that Mr. Kurabinski extended to us. It's nice to know such exemplary employees work for MVS.

Jeffrey J. Wagner
Union Trucking, Kenilworth

What's cooking? For Perin Hobson, it's pork vindaloo

By Debbi Hutton

If you ask Perin Hobson of the Chief of Staff's Planning Office what her hobby is, she'll tell you COOKING!

Her favorite recipe is PORK VINDALOO. Never heard of it before? Well, that's not surprising, since the recipe is from India where Perin was born and raised.

While growing up in India, she attended boarding school and returned home for summer vacations. That's when her mother would teach Perin and her sisters how to cook. She mastered the skill when she was 12 and has been enjoying it ever since.

Perin claims the secret to her cooking success is fresh ingredients. She always tries to use them, but sometimes has difficulty finding some of the fresh Indian spices. The spices also make the recipe hot (a characteristic of Indian food). When she prepares pork vindaloo for her family, Perin uses smaller amounts of these spices.

"They don't like it quite as hot and spicy as I do," she says. Depending on your taste, you can do the same when you set out to be creative in your own kitchen. Bon apetit!

PORK VINDALOO

1 lb. pork
1 large onion
1 lb. tomatoes
1 tsp. cumin seed
¼ tsp. turmeric
2 tsp. mustard seed
3 whole red (dry) chilies
3 cloves
1⅓ cups water
3 pieces cinnamon
3 peppercorns
10 flakes of garlic
2-inch piece of ginger
1 sprig fresh curry leaves
1 cup white vinegar
2 tbsp. cooking oil
Salt to taste

Clean, cut and wash meat in diluted vinegar. Cut tomatoes. Grind onion, cumin, turmeric, mustard seed, garlic, ginger, chilies, cloves, cinnamon and peppercorns. Make a very fine paste by adding a little vinegar. Rub meat with the ground paste and the salt and let set for a few hours.

Heat oil in a medium saucepan and fry curry leaves till brown. Add meat, vinegar and tomatoes. Keep stirring until tomatoes are completely mashed. Add water and cover with a lid. Place saucepan on high heat for a few minutes. Reduce to medium heat and cook until done.

Want to quit smoking? Here's help

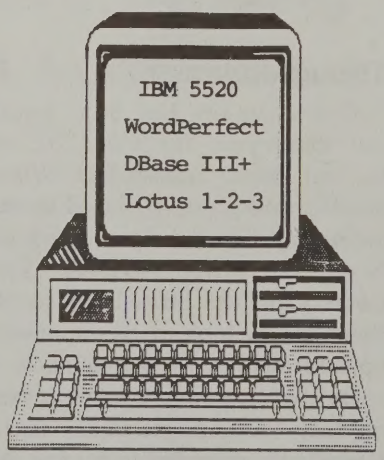
A "Stop-smoking" program developed by the American Cancer Society started at the division last month.

Employees interested in the "Freshstart" program should call Ed Besko in the Employee Services Section at (609) 292-6161 for dates and locations. The same number is also being used as a 24-hour smokers' hotline for MVS people trying to break the smoking habit.

Smoking is prohibited in all Motor Vehicle buildings, except private offices occupied by only one person and designated areas of three eating places—the cafeteria on the third floor of 137 E. State St., the snack room on the second floor of 135 E. State and the snack room on the third floor of the Trenton Regional Service Center.

QUESTIONS?

PROBLEMS?



DON'T GUESS, CALL OAS

777-0037

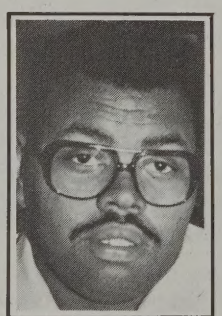
TALE LITE

State of New Jersey
Jim Florio, Governor

Department of Law and Public Safety
Robert J. Del Tufo
Attorney General

Motor Vehicle Services
Col. Clinton L. Pagano
Director

Tale Lite is printed monthly for people like Michael Lively, support services representative 2 in Data Entry, as a forum for information, ideas, comments and concerns.



Employees are invited to share their stories, opinions and anecdotes by calling 609-292-8231, by mailing them to the Communications Office, CN 164, Trenton, NJ 08666, or by coming in person to the 7th floor, 25 S. Montgomery St.

Tale Lite Staff: Editor: George W. Robinson; Editorial Assistant: Maureen A. Sczpanski; Contributors: Edyth Hetman, Debbi Hutton; Editorial Consultant: H. Arthur Smith III; Communications Office Manager: Patricia M. Summers. Printed by Jules Caruso and the staff of Motor Vehicle Services Print Shop.